

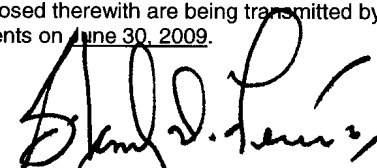
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.  
Serial No. : 09/804,728 Examiner : Y. Retta  
Filed : March 13, 2001 Art Unit : 3622  
For : METHOD AND APPARATUS FOR INTERNET  
CUSTOMER RETENTION

June 30, 2009

**AMENDMENT**

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by EFS WEB to the Commissioner for Patents on June 30, 2009.

  
Stanley D. Ference III  
Reg. No. 33,879

June 30, 2009  
Date of Signature

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated March 31, 2009, please amend the above-identified application as follows.

**Amendments to the Claims** are reflected in the listing of claims which begins on Page 2 of this paper.

**Remarks** begin on Page 10 of this paper.